

OMBUDSPERSON (53)

GOAL-BASED GOVERNANCE PLAN MISSION, GOALS AND BUDGET SUMMARY

AGENCY MISSION:

The mission of the Ombudsperson Office is to serve the people by investigating and seeking to resolve complaints against departments and agencies of City government.

AGENCY GOALS:

1. Provide efficient, quality and user-friendly services to the public.
2. Restore citizen confidence where misunderstanding, error and omission have decreased confidence in government.
3. Investigate inadequate, archaic or inequitable ordinances, policies not consistently applied, and inequitable or inadequate administrative or service procedures.
4. Advance innovative and practical recommendations to resolve recurring complaints.

AGENCY FINANCIAL SUMMARY:

2001-02 <u>Requested</u>		2000-01 <u>Budget</u>	2001-02 <u>Recommended</u>	Increase (Decrease)
\$ 1,615,671	City Appropriations	\$ 1,326,104	\$ 1,418,986	\$ 92,882
\$ 1,615,671	Total Appropriations	\$ 1,326,104	\$ 1,418,986	\$ 92,882
\$ 1,615,671	NET TAX COST:	\$ 1,326,104	<u>\$ 1,418,986</u>	\$ 92,882

AGENCY EMPLOYEE STATISTICS:

2001-02 <u>Requested</u>		2000-01 <u>Budget</u>	4-1-01 <u>Actual</u>	2001-02 <u>Recommended</u>	Increase (Decrease)
<u>11</u>	City Positions	<u>11</u>	<u>10</u>	<u>11</u>	<u>0</u>
11	Total Positions	11	10	11	0

ACTIVITIES IN THIS AGENCY:

	2000-01 <u>Budget</u>	2001-02 <u>Recommended</u>	Increase (Decrease)
Investigation of Complaints	\$ 1,326,104	\$ 1,418,986	\$ 92,882

OMBUDSPERSON (53)

GBG INVESTIGATION OF COMPLAINTS ACTIVITY INFORMATION

ACTIVITY DESCRIPTION: INVESTIGATION OF COMPLAINTS

The office of the Ombudsperson was established to receive, investigate, and seek to resolve all justified citizen complaints against City government including any action, omission, decision, recommendation, practice or procedure of any agency. The agency also reviews investigations and hearings of City agencies having subpoena power to determine if same were conducted fully and fairly; recommends change where investigation reveals that modification, addition, or elimination of an act or procedure is warranted; establishes and perfects complaint investigative procedures and maintains records to determine areas of administrative or service failure; institutes original investigation into areas where compiled data reveals problems of similar or recurring nature; and provides information and assistance and recommends alternative action when citizen complaints do not fall within the jurisdiction of service rendered by the City of Detroit.

GOALS:

1. Provide efficient, quality and user-friendly services to the public.
2. Restore citizen confidence where misunderstanding, error, and omission have decreased confidence in government.
3. Investigate areas of inadequate, archaic or inequitable ordinances; policies not consistently applied; and inequitable or inadequate administrative or service procedures.
4. Advance innovative and practical recommendations to resolve recurring complaints.

MAJOR INITIATIVES:

This budget begins the first full year that the Office will rely on the new Oracle-based Case Tracker System (C.T.S.) to coordinate the complaint handling process. The C.T.S. has been designed to meet the specific needs of our intake, tracking, investigative, and reporting requirements.

Our primary initiative will be to maximize C.T.S. for its full potential. In addition to developing more report formats, we will also fine-tune what we have installed by selecting more efficient and flexible hardware upgrades that can be achieved at minimal costs.

PLANNING FOR THE FUTURE:

The acquisition of a custom designed, Oracle-based, Case Tracking System (C.T.S.) along with the physical remodeling of the Ombudsperson's Office this year has increased efficiency as well as made access to the Ombudsperson much easier for Detroit's citizens.

In the future, this Office will continue to work closely with the department of Information and Technology (I.T.S.) to insure that the C.T.S. continues to serve the needs of Detroit's citizens. For example, in this Budget request, we have requested funding for items ranging from new printers to additional R.A.M. for the system based on the advice of I.T.S. All future budget requests will continue to utilize a close working relationship with I.T.S. in order to insure that all information technology requests will continue to be made only after a comprehensive cost-benefit assessment has been completed.

OMBUDSPERSON (53)***GBG INVESTIGATION OF COMPLAINTS MEASURES AND TARGETS***

Goals: Measures	1998-99 Actual	1999-00 Actual	2000-01 Projection	2001-02 Target
Receive, investigate and resolve citizens' complaints about City services: Citizen complaints and information requests received and resolved	30,000	30,000	31,000	31,000
Activity Costs	\$1,057,732	\$1,215,485	\$1,326,104	1,418,986

CITY OF DETROIT
Ombudsperson Department
Financial Detail by Appropriation and Organization

Ombudsperson Investigation of Complain Investigation of Complaints	2000-01 Redbook		2001-02 Dept Final Request		2001-02 Mayor's Budget Rec	
	FTE	AMOUNT	FTE	AMOUNT	FTE	AMOUNT
<i>APPROPRIATION</i>						
<i>ORGANIZATION</i>						
00182 - Investigation of Complaints						
530010 - Ombudsperson Investigation of Comp	11	\$1,326,104	11	\$1,615,671	11	\$1,418,986
APPROPRIATION TOTAL	11	\$1,326,104	11	\$1,615,671	11	\$1,418,986
ACTIVITY TOTAL	11	\$1,326,104	11	\$1,615,671	11	\$1,418,986

CITY OF DETROIT
Budget Development for FY 2001 - 2002
Appropriations - Summary Objects

	2000-01 Redbook	2001-02 Dept Final Request	2001-02 Mayor's Budget Rec
AC0553 - Investigation of Complaints			
<i>A53000 - Ombudsperson</i>			
SALWAGESL - Salary & Wages	705,633	782,133	742,858
EMPBENESL - Employee Benefi	331,701	383,190	366,665
PROFSVCSL - Professional/Con	95,000	230,000	170,000
OPERSUPSL - Operating Suppli	11,423	11,423	11,423
OPERSVCSL - Operating Servic	104,547	109,799	112,640
CAPEQUPSL - Capital Equipmei	52,800	78,726	0
OTHEXPSSL - Other Expenses	25,000	20,400	15,400
<i>A53000 - Ombudsperson</i>	<i>1,326,104</i>	<i>1,615,671</i>	<i>1,418,986</i>
AC0553 - Investigation of Complaints	1,326,104	1,615,671	1,418,986
Grand Total	1,326,104	1,615,671	1,418,986

CITY OF DETROIT
MAYOR'S 2001/2002 RECOMMENDED BUDGET

Ombudsperson

Appropriation	REDBOOK FY		DEPT REQUEST		MAYORS FY	
Organization	2000	2001 FTE	FY 2001	2002 FTE	2001	2002 FTE
Classification						
00182 - Investigation of Complaints						
530010 - Ombudsperson Investigation of Co						
City Ombudsman		1		1		1
Deputy City Ombudsman		1		1		1
Assistant Ombudsman - GD IV		3		3		3
Assistant Ombudsman - GD III		2		2		2
Admin Specialist I		0		0		1
Executive Secretary III		1		1		1
Executive Secretary II		1		1		1
Microcomputer Support Spec		0		0		1
Head Clerk		1		1		0
Office Automation Support Asst		1		1		0
Total Ombudsperson Investigation of Complæ		11		11		11
Total Investigation of Complaints		11		11		11
Agency Total		11		11		11